

Idaho Division of Vocational Rehabilitation

State Plan Attachments

2006-2007



Dr. Michael Graham
Administrator

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INTRODUCTION

Overview

The Idaho Division of Vocational Rehabilitation is required to submit a State Plan to the Rehabilitation Services Administration in Washington, D.C. to receive federal funding for Vocational Rehabilitation Services. This is a requirement under Title I, Part B and State Plan Supplement for the State Supported Employment Services Program under Title VI, Part B of the Rehabilitation Act of 1973, as amended.

Timing and Process

The Idaho Division of Vocational Rehabilitation (IDVR) and the State Rehabilitation Council (SRC) solicits public input from around the State of Idaho through Public Meetings as part of the process to develop a final version of the State Plan. These meetings are intended to review concerns and positive comments of any member of the public, including individuals, organizations, and interested groups, regarding issues relating to the vocational rehabilitation of individuals with disabilities.

While IDVR is not required to make changes to the State Plan based on these recommendations, the Division is required to address each recommendation in an attachment to the plan. This attachment must include recommendations, which were incorporated into the plan as well as reasons for rejecting any of the advice or recommendations.

IDVR provides the most effective, efficient services available to individuals with disabilities seeking employment. Its State Plan is intended to provide operational policies and practices, which will serve Idahoans in the best manner possible.

**STATE PLAN FOR THE STATE VOCATIONAL REHABILITATION SERVICES PROGRAM
AND
STATE PLAN SUPPLEMENT FOR THE STATE SUPPORTED EMPLOYMENT SERVICES PROGRAM
FISCAL YEARS 2006-2007**

STATE: Idaho

AGENCY: Idaho Division of Vocational Rehabilitation

AGENCY TYPE: GENERAL X BLIND _____ COMBINED _____

SECTION 1: LEGAL BASIS AND STATE CERTIFICATIONS

- 1.1** The Idaho State Board of Education through the Idaho Division of Vocational Rehabilitation (DSU) (name of Designated State Agency or Designated State Unit) is authorized to submit this State Plan under Title I of the Rehabilitation Act of 1973, as amended¹ and its supplement under Title VI, Part B of the Act.
- 1.2** As a condition for the receipt of Federal funds under Title I, Part B of the Act for the provision of Vocational Rehabilitation Services, the Idaho State Board of Education (DSA) through the IDVR (name of the Designated State Agency)³ agrees to operate and administer the State Vocational Rehabilitation Services Program in accordance with the provisions of this State Plan⁴, the Act, and all applicable regulations⁵, policies, and procedures established by the Secretary. Funds made available under Section 111 of the Act are used solely for the provision of Vocational Rehabilitation Services under Title I and the administration of this State Plan.
- 1.3** As a condition for the receipt of Federal funds under Title VI, Part B of the Act for Supported Employment Services, the Idaho Division of Vocational Rehabilitation (name of Designated State Unit) agrees to operate and administer the State Supported Employment Services Program in accordance with the provisions of the supplement to this State Plan⁶, the Act, and all applicable regulations⁷, policies, and procedures established by the Secretary. Funds are made available under Title VI, Part B are used solely for the provision of Supported Employment Services and the administration of the supplement to the Title I State Plan.
- 1.4** The Designated State Agency and/or the Designated State Unit has the authority under State law to perform the functions of the State regarding this State Plan and its supplement.

- 1.5** The State legally may carry out each provision of the State Plan and its supplement.
- 1.6** All provisions of the State Plan and its supplement are consistent with State law.
- 1.7** The State Treasurer (title of State Officer) has the authority under State law to receive, hold, and disburse Federal funds made available under this State Plan and its supplement.
- 1.8** The Administrator (IDVR) (title of State Officer) has the authority to submit this State Plan for Vocational Rehabilitation Services and the State Plan supplement for Supported Employment Services.
- 1.9** The agency that submits this State Plan and its supplement has adopted or otherwise formally approved the plan and its supplement.
- 1.10** The effective date of the State Plan attachments are October 1, 2005.

(Signature)

Michael Graham
(Typed Name of Signatory)

May 27, 2005
(Date)

Administrator, IDVR
(Title)

¹ Public Law 93-112, as amended by Public Laws 93-516, 95-602, 98-221, 99-506, 100-630, 102-569, 103-073 and 105-220.

² Unless otherwise stated, "Act" means the Rehabilitation Act of 1973, as amended.

³ All references in this plan to "Designated State Agency" or to "the State Agency" relate to the agency identified in this paragraph.

⁴ No funds under Title I of the Act may be awarded without an approved State Plan in accordance with Section 101(a) of the Act and 34 CFR Part 361.

⁵ Applicable regulations include the Education Department General Administrative Regulations (EDGAR) in 34 CFR Parts 74, 76, 77, 79, 80, 81, 82, 85, and 86 and the State Vocational Rehabilitation Services Program Regulations in 34 CFR Part 361.

⁶ No funds under Title VI, Part B of the Act may be awarded without an approved supplement to the Title I State Plan in accordance with Section 635(a) of the Act.

⁷ Applicable regulations include the EDGAR citations in footnote 5, 34 CFR Part 361, and 34 CFR part 363.

Attachment 4.2 (c)

SUMMARY OF INPUT AND RECOMMENDATIONS OF THE STATE REHABILITATION COUNCIL; RESPONSE OF THE DSU; OR EXPLANATION FOR REJECTION OF INPUT OF RECOMMENDATIONS

The SRC and the agency are building a specific communication's plan designed to better manage the relationship between the two organizations. One component of the plan is for the agency administrator and the SRC chair to communicate by phone at a minimum of once every two weeks to discuss the on-going items of concern. Every new policy developed in the agency is submitted to the SRC for discussion. It is not a "rubber stamp" approach as the discussions typically are occurring prior to the final copy of the policy." On occasion, the SRC will vote on a policy change for the agency after discussion is concluded. If timeliness is a concern, the SRC receives information on important items by e-mail. Some of the SRC business is conducted through the use of e-mail.

SRC members, especially the chair, are invited to IDVR's quarterly agency management meetings. In these meetings, the opportunity is afforded for interaction with agency management staff. In this manner, the agency is working to seriously obtain input from the SRC. At regional and national meetings, the SRC is invited to attend and participate. For example, SRC members have attended the last several regional and national CSAVR meetings.

Recently the agency implemented an internal videoconference system to more effectively communicate to all field staff. The SRC will begin using the agency video network for conducting business. The system is likely to positively affect the bottom line cost of the SRC and to allow more frequent visual meetings among SRC members.

Additional communication and process options will be reviewed during the next few months. A formalized communication plan is presently under development.

The Idaho Division of Vocational Rehabilitation (IDVR) and the State Rehabilitation Council (SRC) solicit public input from around the State of Idaho through Public Meetings as part of the process to develop a final version of the State Plan. These meetings were intended to review concerns and positive comments of any member of the public, including individuals, organizations, and interested groups, regarding issues relating to the vocational rehabilitation of individuals with disabilities. Meetings were held in Pocatello, Caldwell and Lewiston during the month of March. No recommendations were made or concerns reviewed during any of these meetings.

During the past year, the SRC and IDVR have worked closely together. At each SRC quarterly meeting, various IDVR staff presented information about a variety of issues and activities the Division was involved in such as the IDVR Strategic and State Plans, overview of the results of Administrative Reviews completed over the past year, caseload management practices, Community Supported Employment Work Services program, and the team mentoring project with the Department of Correction and faith based organizations. After each presentation, IDVR and the SRC would discuss strategies to improve operations and services to clients. The SRC members were also invited to and attended portions of the IDVR Annual In-service Training.

The SRC also partnered with IDVR in completing client satisfaction surveys. It was determined that since IDVR audits four regional offices (which includes client satisfaction surveying) per year, the SRC would complete client satisfaction surveys for the four regions that would not be audited that year. The results of these regional surveys were then discussed at the quarterly SRC meetings. The 2004 SRC Satisfaction surveys revealed a high degree of satisfaction with both their counselors and services that they had received. One area needing additional investigation to fully understand the input was the client's satisfaction with the progress toward getting a job. Twenty-eight percent of those responding indicated that they were not satisfied.

There were no situations where the SRC put forth a recommendation to IDVR that was rejected.

Attachment 4.6 (a)(3)

REQUEST FOR WAIVER OF STATEWIDENESS

The Division is providing services in one or more political subdivisions of the State that increases services or expands the scope of services that are available statewide under this State plan and the:

- (1) Non-Federal share of the cost of these services is met from funds provided by local public agency, including funds contributed to a local agency by a private agency, organization or individual and
- (2) Services are likely to promote the vocational rehabilitation of substantially larger numbers of individuals with disabilities or of individuals with disabilities with particular types of impairments.
- (3) The Division ensures that all services administered are in full agreement with the rules and regulations governing General Vocational Rehabilitation Program.

The Division has noted a continuing increase in the number of Corrections clients being referred to the Division for services. There are several areas in the State where correctional facilities are housed that require additional staff to ensure adequate resources available to meet these needs. The Corrections population has not only the same needs as other VR clients, but also has additional needs related to their incarceration. Specifically, Corrections clients have issues to deal with such as adjustment to disability, readjustment to the community and social integration, skill training, and substance abuse treatment.

To meet this need, a Memorandum of Agreement with the Idaho Department of Correction was developed to provide comprehensive vocational rehabilitation services to felony clients/offenders both in an IDOC institution and in the community to prepare these individuals for reentry into the community by providing the full range of IDVR services. This MOA covers Correctional institutions in the Boise and Pocatello areas only. The IDOC pays 20% of the personnel costs associated with the VRC and part time support staff not to exceed \$16,400 in the Treasure Valley and not to exceed \$8,200 in the Pocatello area without written consent from the IDOC. It is estimated that the yearly costs for the IDVR positions will be approximately \$82,000. The IDOC will pay 20% of the VR case service costs expended which are estimated at approximately \$110,000; not to exceed \$22,000 in the Treasure Valley and not to exceed \$11,000 in the Pocatello area without written consent from the IDOC.

Due to the rural nature of Idaho and the increased travel time associated with serving the School Work population, additional resources are necessary in certain areas of the state to ensure the needs are met. In collaboration with Special Education and IDEA as well as recent Federal Initiatives, the Division has developed Cooperative Agreements with School Districts in various areas

throughout the State to provide comprehensive vocational rehabilitation services to students with disabilities to prepare these individuals transition to work by providing the full range of IDVR services. The School Districts will pay a total of \$172,800 to IDVR to be used expressly for allowable costs incurred by IDVR in the furtherance of the cooperative agreement. This MOA covering the following areas of the state:

- Region I – Coeur d’Alene – Two Projects
- Region II – Lewiston – One Project
- Region III – Boise East - One Project
- Region IV – Twin Falls - One Project
- Region V – Pocatello - Two Projects
- Region VI – Idaho Falls - One Project
- Region VII – Caldwell - Two Projects
- Region VIII – Boise West - Two Projects

Individuals with mental health issues have been traditionally underserved in Idaho. To ensure that the needs of this population are adequately met, the Division has developed an Interagency Agreement with the Idaho Department of Health and Welfare Division of Family and Community Services Adult Mental Health (H&W-FAC) to provide the full range of vocational rehabilitation services to Idahoans experiencing severe and persistent mental illness who are eligible for Vocational Rehabilitation services in some regions of the State. H&W-FAC pays IDVR \$191,000 for services executed under this Interagency agreement. This Interagency Agreement covers the following areas only:

- Region I – Coeur d’Alene
- Region II – Lewiston
- Region V – Pocatello
- Region VI – Idaho Falls
- Region VII – Caldwell
- Region VIII – Boise West

Special program assessments are completed to assess the impact these services are having on providing adequate services to these populations. Ongoing monitoring is accomplished by the Deputy Field Services Chief.

Attachment 4.9(c) COOPERATION AND COORDINATION WITH OTHER AGENCIES AND OTHER ENTITIES

4.9(c)(1) COOPERATION WITH AGENCIES THAT ARE NOT IN THE STATEWIDE WORKFORCE INVESTMENT SYSTEM AND OTHER ENTITIES

The Idaho Division of Vocational Rehabilitation and the following entities have entered into formal agreements, which outline the specific activities expected of each partner. The agreement outlines goals, planning process, information sharing and confidentiality, technology, continuous improvement and accountability, service delivery support, cost sharing, annual action plan, duration, amendments, termination/conflict resolution. These entities include:

Idaho Commission for the Blind and Visually Impaired

This agreement outlines referral criteria, shared cases and mutual consultation for services to clients.

CAP - Idaho Client Assistant Project

This agreement outlines the interaction between IDVR staff and CAP staff for the improvement of services to people with disabilities in Idaho served under the VR program.

Idaho School for the Deaf and Blind

This agreement establishes guidelines to facilitate the referral of ISDB students to IDVR and to coordinate the provision of services when students are mutual clients of both agencies.

Department of Health & Welfare – Division of Health – Idaho Children Special Health Program

The CSH Program was formally known as Cripple Children's Services with the Shriners Hospitals. The agreement facilitates the referral of children ages 16 to 18 with significant disabilities to the VR program. It indicates we will work together to ensure appropriate transition to adult life to eligible youth.

Idaho Department of Education – Assistive Technology

This agreement is to assist transition planning in coordination with the Individualized Education Plan, which includes current and future assistive technology needs of students with disabilities. It allows IDVR to purchase assistive technology that continues to be needed once the student completes their education and moves into advanced training and/or employment. IDVR will compensate the school district for the cost of the equipment at 25% of the original cost in these situations.

Idaho Department of Education – Secondary Transition

This agreement deals with our mutual definition of secondary transition and the cooperative delivery of services to transitioning students with disabilities. It outlines the provision of services required from local school districts and IDVR.

Idaho Industrial Commission

This agreement outlines the relationship between IDVR and the Industrial Commission with regard to persons injured on the job who may also have other non-work related injuries. IC will be the lead agency for injured workers in Idaho and will refer them to IDVR when they are unable to return to previous or similar employment due to the work related injury.

Idaho Department of Labor

This agreement was to investigate co-location opportunities between IDVR and One-Stop Career Centers relative to Idaho manpower training and employment needs and to facilitate the needs of our mutual clients.

Universities and Colleges in Idaho

This agreement provides necessary coordination of services for students with disabilities between IDVR and the universities and colleges in Idaho, so that students with disabilities can succeed in an environment of higher education.

IDVR does not have contracts with Community Rehabilitation Programs as services through these entities are provided on a fee for service basis. The State Use contracts are not mandatory and flexibility is exercised in utilizing these.

4.9(c)(2) COORDINATION WITH EDUCATIONAL OFFICIALS

IDVR has a Secondary Transition Cooperative Agreement with the Idaho Department of Education and education officials enter into agreements to ensure a coordinated, comprehensive system focusing on youth with disabilities as they transition from secondary school to post-school activities, promoting post-secondary education, vocational training, integrated employment (including supported employment), continuing and adult education, adult services, independent living, and community participation. emphasizing a team approach to facilitate the transition of students with disabilities from public education into employment. This agreement also includes services to students with disabilities (e.g. physical, medical) who are not eligible for special education services, and students who have a 504 Plan (Rehabilitation Act of 1973), to IDVR for determination of eligibility for vocational rehabilitation services. Secondary Transition Cooperative Agreement with the Idaho Department of Education attached.

IDVR also has individual cooperative agreements with other educational entities throughout the State. The goal of these cooperative agreements is to provide the necessary coordination of services at a local level, which will assist eligible individuals who have disabilities in an educational/university environment. These agreements are specific in terms of program and financial responsibilities of each party and include:

- All Universities, Colleges and Professional Technical Programs in Idaho
- Idaho School for the Deaf & the Blind
- State Department of Education (Special Education, Assistive Technology)
- Panhandle Consortium (Region I)
- Coeur d'Alene/Post Falls School-Work (Region I)
- Lewiston School-Work (Region II)
- Local Consortium of Southern Idaho School Districts (Region IV)
- Southern Counties Consortium of Schools (Region V)
- Pocatello School-Work (Region V)
- Greater Opportunities to Achieve Life Skills Consortium School Districts (Region VI)
- Canyon, Owyhee and Gem School Districts (Region VII)
- Nampa/Vallivue School District (Region VII)
- Meridian Joint School District #2 (Region VIII)

The Cooperative Agreements with School-Work Transition Projects and with Colleges and Universities outline information regarding consultation and technical assistance, transitional planning in the development and completion of IPEs, roles, responsibilities, including financial responsibilities of each, and procedures for outreach to and identification of students with disabilities who need transition services.

Additionally, IDVR continues to be involved in the Idaho Interagency Council on Secondary Transition with the purpose of ensuring that youth with disabilities experience a collaborative, comprehensive system that facilitates a smooth transition from secondary school to adult life. The goal of this group is to provide and promote a common conceptual framework that leads to opportunities for youth with disabilities in community living, recreation, continued education, and employment. Interagency cooperative planning, information sharing, and the collaborative use of resources will help accomplish our mission at the state and local level. Guiding Principles include:

- Informed choice
- Empowered youth

- Individualized planning, services, and supports
- Integrated career opportunities
- Holistic life areas
- Unlimited opportunities
- Self reliance, independence
- Integrated life opportunities including - housing, employment, education, leisure, community living,
- Transition planning is a lifelong process that begins at an early age
- Youth and their families are informed and aware of available community resources
- Alignment of resources including advocacy
- Resource mapping statewide and at the local level including advocacy

Goals of the group include:

1. Develop a framework that can be used at the local level to provide effective implementation of transition services through a local interagency agreement including:
 - Identify roles and responsibilities of each service agency in the transition for youth with disabilities from secondary school to adult life
 - Assist in identifying and coordinating resources to maximize existing resources, avoid duplication and promote continuity of service coordination
 - Share information regarding general criteria to access services across agencies and environments
 - Provide continuing analysis of the transition system effectiveness using available data and provide feedback to state and local agencies
2. Develop local interagency teams to increase communication and collaboration among service agencies that focus on secondary transition for students with disabilities
 - The core membership of the local interagency teams may include education, vocational rehabilitation, Commission for the Blind, juvenile justice, community corrections, health and welfare, higher education, local independent living center, adult service provider, Workforce Development, youth with disabilities, family members, others as locally identified.
 - Provide training regarding purpose and sustaining of local interagency teams.
 - Encourage local identification of strengths, needs and activities to improve secondary transition at the community level.
 - Facilitate the sustainability of the local interagency teams

- Encourage on-going identification of local strengths, needs and activities to improve secondary transition at the community level.
- 3. Identify and share effective practices used to develop and sustain local interagency teams
 - Provide opportunities for face-to-face interaction with other local teams (i.e.: annual transition fair or regional opportunities)
 - Develop financial resources that support and sustain activities of the local interagency teams

Each year, VRCs meet with teachers who serve students with SED (Severely Emotional Disturbed), school counselors, school nurses and staff running substance abuse groups in schools to provide training and information on VR services to students receiving services under an IEP, as well as to students on 504 plans and individualized health plans. This continued training is important as educators sometimes overlook students with physical or emotional disabilities. Attached is an informational brochure utilized for transitional purposes, "VR transition services for students."

IDVR continues to serve on a sub-committee of the State Independent Living Council that is putting together training for high school students with disabilities. It is designed to "fill in the gaps" of moving from completing their education through transition by providing training on Independent Living skills as they relate to the adult work and employment. This project was piloted in Blackfoot and is now scheduled to move statewide. The Vocational Rehabilitation Counselor from the Blackfoot area is also participating in the committee as well and will become even more involved once the project is on line.

4.9(c)(3) COOPERATIVE AGREEMENTS WITH PRIVATE NON-PROFIT VOCATIONAL REHABILITATION SERVICE PROVIDERS.

IDVR does not establish cooperative agreements with private non-profit vocational rehabilitation service providers as we purchase services on a fee for service basis.

4.9(c)(4) EVIDENCE OF COLLABORATION REGARDING SUPPORTED EMPLOYMENT SERVICES AND EXTENDED SERVICES

As of July 1, 2004, the Idaho Legislature changed the responsibility for the Work Services/Supported Employment long-term support funding from the Department of Health and Welfare to IDVR due to continuing concerns over the management of the program and perceived lack of accountability. IDVR convened a committee that developed a management strategy for the program as well as accountability measures to ensure that funding would be appropriately utilized and more individuals with the most significant disabilities would receive the support they need to be successful. IDVR hired two individuals to manage this program statewide under the direction of the IDVR Administrator. IDVR continues to evaluate the performance of the program and will conduct a thorough review of its performance over this, its first full year of operation. IDVR does not establish cooperative agreements with private non-profit vocational rehabilitation service providers as IDVR purchases services on a fee for service basis.

Attachment 4.11(b)
COMPREHENSIVE SYSTEM OF PERSONNEL DEVELOPMENT

DATA SYSTEM:

Collection and analysis of data on qualified personnel needs and personnel development consistent with the provisions of 34 CFR 361.18 (a) include the following activities:

- Analysis of current and future staffing needs continues through periodic reviews of turnover rates, promotions and transfers. Anticipatory staffing analysis is ongoing.
- During FFY 2004, the Division's turnover rate for Vocational Rehabilitation Counselors was 9.9%. The overall turnover rate for all Vocational Rehabilitation Staff was 21.6%. It is projected over the next five years that the turnover rate for Vocational Rehabilitation Counselors will be between 9% and 15%.
- In the next five years, four out of the Division's eight Regional Managers will likely retire. Steps have been taken to provide leadership opportunities to Vocational Rehabilitation Counselors interested in management. The position of Assistant Regional Manager will rotate yearly to provide supervisory experience to interested individuals.
- A review of the Division's staffing needs was conducted and an additional Vocational Rehabilitation Counselor for Adult Correction was added in the Boise area after the development of a cooperative agreement with the Department of Correction. Although additional positions are needed, the Division will need to work through the Idaho Legislature to secure these.
- The Division maintains continuous tracking and monitoring of EEO/AA statistics for reporting purposes.
- Tracking, monitoring and reporting of individual academic preparation, certification pursuits and Continuing Education for Vocational Rehabilitation Counselors (VRCs) is regularly maintained by the Division.
- The Division also tracks, monitors and reports individual training and development of other Vocational Rehabilitation staff.
- An annual assessment of training needs is conducted to establish priorities and develop programs to meet those needs.
- The maintenance of employee history and skills inventory is utilized for employee training and development as well as for succession planning.
- The Division's strategic planning includes succession planning efforts.
- The Division has one hundred and forty-eight (148) total full time employees; one hundred and twenty-four (124) of these are Field Staff that comprise eight (8) Regional Managers; seventy-one (71) Vocational Rehabilitation Counselors; and forty-five (45) Office Services Personnel. The Division also has one Migrant Service Coordinator serving under the MSFW grant and one Vocational Rehabilitation Counselor working on the Department of Correction "Going Home" grant.
- The ratio of Vocational Rehabilitation Counselors to individuals served is 1:194. An optimal caseload size is approximately 170. The Division is currently exploring avenues to ensure client needs are met despite limitations on the numbers of VRCs we can hire

currently. Some of the ways the Division plans to address this issue is to utilize existing FTEs (4.5) that are currently vacant to hire not only additional counselors, but also hire job developers in regions experiencing increased referrals. Hiring in house job developers will also assist in higher placement rates for clients. The Division has a proposal that will be considered by the 2006 Idaho Legislature to increase the number of counselors, support staff and job developers in the State.

- The Division maintains periodic contact with Regional Universities and gathers information about the numbers of individuals who will be graduation from rehabilitation program. Currently, the numbers are: Portland State University (35), Western Washington University (45), Utah State University (75), University of Idaho (37), and Western Oregon University (4). The Division has developed a process whereby each of the eight Regional Managers and the IDVR Administrator is assigned to different universities that have a Masters Level Rehabilitation Program to sustain maintain ongoing communication and develop relationships, announce vacancies and develop/maintain a pool of qualified Vocational Rehabilitation Counselor applicants. They will stay in contact with key personnel at each university, i.e., Department Head and Internship Coordinator.

RECRUITMENT AND RETENTION:

Plan to address current and projected needs for qualified personnel includes the following activities:

- Maintain a positive relationship with the University of Idaho and continue participation on the Advisory Board for Curriculum Development for the Masters Degree Program in Vocational Rehabilitation Counseling.
- Periodic site visits to the University of Idaho to meet with students and faculty for establishing relationships and initiating recruitment activities with current graduate students.
- Provide feedback to the Director at the University of Idaho on existing and future staffing needs, including individuals with disabilities and from minority backgrounds for capacity building. Critique program content and advise Director on areas needing attention for successful placement of graduates within the Division.
- Monitor outreach to all areas of Idaho by the University of Idaho to enable existing staff to complete advanced degrees off-campus.
- Provide feedback to the University of Idaho Director on Division needs for employing individuals with disabilities or individuals of minority status.
- Periodic contact with Regional Universities (Western Washington University, Utah State University, University of Washington, University of Idaho, Western Oregon University) to maintain relationships, announce vacancies and develop/maintain a pool of qualified Vocational Rehabilitation Counselor applicants.
- Increased contact with key colleges and universities through on-site visits to establish relationships and increase applicant pool for qualified Vocational Rehabilitation Counselor applicants. These schools include University of Northern Colorado and San Diego State University. Contact was also made with University of Wisconsin –Stout, Michigan State University, University of North Dakota and Montana State University for job postings and recruitment.

- Currently, the Division is faced with challenges in recruiting qualified applicants due to the starting pay of the position and the low number of applicants meeting educational standards. The entry-level pay for Vocational Rehabilitation Counselor is significantly lower than comparable state and private positions. The local university reports that only one individual in their program is interested in pursuing a career with Vocational Rehabilitation.
- Historically, recruiting has been the role of the Human Resource Manager. The Division will be changing recruitment strategies to have additional staff involved. The Division's eight Regional Managers will take an active role in maintaining regular contact with universities.
- Development of a recruitment plan is being conducted. This plan will assess the effectiveness of the Division's new strategies.
- Ensure training, program development and skill enhancement of counselors designated to serve the deaf/hard of hearing in Idaho, including participation in Western Oregon University's summer program for Rehabilitation Counseling for people who are Deaf and Hard of Hearing.
- Continued participation in state/regional conferences on Hispanic culture and issues.
- The Division participates in Career Fairs to encourage and seek out individuals with diverse backgrounds including individuals with disabilities and from minority backgrounds.
- Recruit and place candidates fluent in Spanish for specific areas of the State to serve the needs of the Hispanic community.
- Administer a MSFW grant to meet the needs of this fast growing population in the areas where they reside.

PERSONNEL STANDARDS:

Establishment and maintenance of personnel standards includes the following activities:

- The standards established by the Division for Vocational Rehabilitation Counselors, Regional Managers, Central Office and Field Services Management with regards to academic requirements include graduation from an accredited four-year college or university with a Master's Degree in Vocational Rehabilitation Counseling, Guidance and Counseling, Psychology, or related fields and/or the Certified Rehabilitation Counselor (CRC) designation. Although the CRC is acceptable in lieu of the Master's Degree requirement, both the degree and certification are preferred. However, due to the Division's sometimes limited applicant pool, equal importance is placed on experience and special skills, i.e., Spanish speaking, sign language proficient, extensive employment history that encompasses specialty areas such as Corrections, School Work Transition, etc.
- The attached information outlines the degree/certification status of Vocational Rehabilitation staff.
- There are currently fifty-nine (59) Vocational Rehabilitation Counselors who meet the standard and sixteen (16) who do not meet the standard.
- Special consideration is considered for particular areas of recruiting challenges, which includes often limited qualified applicants for the more rural offices or for positions requiring special skills, i.e., Spanish speaking, sign language, etc.
- IDVR provides continued counseling to employees (VRC) on Division expectations for meeting the requirements as defined by Federal regulations of a Qualified Rehabilitation Professional (QRP) and formalized plans for achieving the goal.

- IDVR provides financial support through funding from the Basic Support and In-service Training Grants for coursework to support counselor objectives in meeting CSPD requirements. In FFY 2003, \$11,320.19 was spent to support this effort.
- Ensuring plans for achieving the Division's Comprehensive System of Personnel Development (CSPD) goals for individual counselors not meeting the Division's criteria are in place and progress is recorded semi-annually.

STAFF DEVELOPMENT:

Activities for staff development to ensure all personnel are receiving appropriate and adequate training include the following:

- Tracking, monitoring and reporting individual training and development of all Vocational Rehabilitation staff.
- Annual assessment of training needs to establish priorities and develop programs to meet those needs in compliance with CSPD requirements identified areas of need to include dual diagnosis, stress management, offender training, supervisory skills, assistive technology, and caseload management.
- Participation in local, state, regional and national seminars and conferences on special topics related to VR services and people with disabilities. Topics include: assistive technology, informed choice, workforce development, multi-cultural issues, client rights, self-employment, job development, job placement and issues with juvenile and adult corrections.
- Participation in extensive training for enhancing skills for software application.
- Management development training for Vocational Rehabilitation Counselors and other staff members to enhance skills for current jobs or future advancement opportunities. Participation in Emerging Leaders training by Region X CCER Leadership Institute and management and supervisory skill development provided by Idaho Division of Human Resources.
- Identifying and/or developing staff in particular subject matters to develop potential trainers or facilitators within the Division for staff training. Areas being developed are: Alcohol/Substance Abuse, Caseload Management, Critical Case Questioning, SSA/SSI/SSDI, Adult and Juvenile Corrections, School-Work Transition, Mental Health and Pure State Kidney.
- The Division is in the final stages of creating opportunities for staff to move to a Vocational Rehabilitation Counselor Assistant position that would allow them to work more closely with both the VRC and the client in the provision of VR services.
- Exit interviews conducted with staff, when possible, to determine whether there are areas of concern affecting staff retention that need to be addressed.

COMMUNICATION WITH DIVERSE POPULATIONS:

Activities to ensure employment of personnel who are trained to communicate in special languages are as follows:

- Ensure training, program development and skill enhancement of counselors designated to serve the deaf/hard of hearing in Idaho, including participation in Western Oregon University's summer program for Rehabilitation Counseling for people who are Deaf and Hard of Hearing.
- Continued participation in state/regional conferences on Hispanic culture and issues.
- Recruit and place candidates fluent in Spanish for specific areas of the State to serve the needs of the Hispanic community.
- Since Idaho has a separate entity that addresses issues related to low vision and blindness, IDVR does not provide specific training to its staff in Braille.

COORDINATION OF THE CSPD AND INSERVICE TRAINING:

- Annual assessment of training needs to establish priorities and develop programs to meet those needs in compliance with CSPD requirements. Identified areas of need included dual diagnosis, stress management, offender training, supervisory skills, assistive technology, and caseload management. The Division has currently trained specific Division staff in caseload management processes and these individuals will serve as in house trainers to other Division staff. The other areas identified are being considered for training at the 2005 Inservice. This will be held in partnership with a local CRP, Community Partnerships, Inc. Other participants will include school district personnel, CRP providers, and other professionals.
- Involvement in the Idaho Interagency Council on Secondary Transition, which promotes interagency cooperative planning, information sharing, and the collaborative use of resources at the state and local level. This Council works to insure that training needs are adequately identified and then addressed through shared training opportunities. These opportunities have recently included a presentation, Tools for Life: Secondary Transition and Technology. Jacque Hyatt, Specialist for the Idaho Department of Education Bureau of Special Populations visited approximately five schools this year and invited a VRC to conduct joint trainings with school district personnel, parents, and students with disabilities. VRC, Misti Hofland coordinated an ADA training with Bobbi Ball, ADA Coordinator on ADA and the Law to Idaho Falls School District personnel and community members. Additional activities included VRC attendance at statewide school district transition fairs where they spoke with school personnel, parents, and students with disabilities. VRC, Candida Mumford facilitated training on "Vocational Rehabilitation and the Transition Process" to Idaho Parents Unlimited members, which is a group of parents of students with disabilities. The Division also provides financial support through Basic Support and In Service training grants for coursework to support counselor objectives in meeting CSPD requirements.

STATE REHABILITATION COUNCIL:

- The Idaho Division of Vocational Rehabilitation (IDVR) and the State Rehabilitation Council (SRC) work together closely on the development of IDVR's Strategic Plan, which outlines the goals and objectives of the Division that are also included in the State Plan. A joint meeting was held that included all of the Regional Managers, Central Office staff and SRC members to discuss the proposed goals as well as review the previous year's goals. Any input that was offered was reviewed and mutually agreed upon by

all involved. Public input was also solicited from around the State of Idaho through joint Public Meetings with the State Rehabilitation Council as part of the process to develop a final version of the State Plan. Meetings were held in Caldwell, Pocatello and Lewiston during the month of March. These were better attended than in previous years. There was no specific input offered related to the improvement of the VR Process.

- To ensure that the SRC is kept informed of programs IDVR is involved with as well as any issues that might arise during the year, various IDVR staff provide presentations such as School Work Transition survey results, Administrative Review findings, IDVR Impact Study, Mental Health survey results, BPAO Grant overview, Ticket to Work, etc, at each SRC quarterly meeting. After each presentation, the SRC and IDVR discuss strategies to improve operations and services to clients.
- The Human Resource Manager attended an SRC meeting to update and gather input from the council members regarding CSPD.

Attachment 4.12: ANNUAL STATE GOALS AND REPORTS OF PROGRESS

4.12(a) RESULTS OF COMPREHENSIVE, STATEWIDE ASSESSMENT OF REHABILITATION NEEDS OF INDIVIDUALS WITH DISABILITIES AND NEED TO ESTABLISH, DEVELOP OR IMPROVE COMMUNITY REHABILITATION PROGRAMS

REHABILITATION NEEDS OF INDIVIDUALS WITH DISABILITIES

The Division's FFY 2004 assessment of the rehabilitation needs of individuals with disabilities was completed with input from the State Rehabilitation Council and revealed the following issues:

INCREASED CASELOADS/REFERRALS

A review of the FFY 2003 statistics revealed that Idaho ranked fourth in the nation for the number of new applicants per million state population. Additionally, the data revealed that the Federal mean number of open service records during the year per counselor FTE was 156.26. During the same year, the Division's mean number of open service records per counselor FTE was 192.40. An optimal caseload size is approximately 170. Discussions with the Division's Regional Managers throughout the State and the SRC supports the concern that the Division's Vocational Rehabilitation Counselors are experiencing an increased volume of referrals. If this trend of increased referrals is not carefully monitored, this situation could eventually have greater implications related to the development of the counseling relationship and thorough client rehabilitation need assessment.

ORDER OF SELECTION

The Division is concerned with the potential need for an Order of Selection due to increasingly strained resources. In concert with the State Rehabilitation Council, IDVR has an Order of Selection protocol that is outlined in the Idaho Administrative Code: IDAPA 47.01.01/200, which outlines the priority listings with priority one being the most restrictive and priority four being the least restrictive. The priorities are as follows:

Priority One - Only those consumers who already have an existing individualized plan for employment will continue to be served.

Priority Two – Only those consumers in Priorities number one and two and current and future, otherwise eligible clients/participants rated to this or a more restrictive priority can be served. Consumers meeting this priority rating are those individuals with the most significant disabilities.

Priority Three - Only those consumers in Priority One and current and future, otherwise eligible clients/participants rated to this or a more restrictive priority can be served. Consumers meeting this priority rating are those individuals with significant disabilities.

Priority Four – All eligible clients/participants for Vocational Rehabilitations services (no order of selection in place.)

An Order of Selection would place limitations on the number of individuals with disabilities the Division would be able to serve. Many individuals with disabilities now receiving services would no longer have Division resources available to them. This could jeopardize their success in reaching their employment goals.

INCREASE IN UNSUCCESSFUL CLOSURES

In 2004, the Division will fall short of Performance Indicator 1.2 with a score of 54.5%. A review of the Division's performance statistics indicates that an increase in unsuccessful closures, especially after the IPE has been developed, is occurring in every region across the state. This situation is likely systemic in nature.

MARKETING/EMPLOYER DEVELOPMENT

All Administrative Reviews completed in 2004 indicated a lack of contact between the Division's staff and employers. Small businesses encompass the majority of employers within Idaho. Strengthening the relationship between the Division and employers is important to ensure individuals with disabilities have the widest possible employment options available.

FUNDING

The Division is concerned with the limited financial resources available given the ever-increasing numbers of individuals with disabilities seeking VR assistance, especially those with the most significant disabilities. Funding issues may well move the Division toward an Order of Selection thereby decreasing the number of individuals with disabilities who are eligible for Vocational Rehabilitation services that can be served by the Division.

SERVICE NEEDS OF INDIVIDUALS WITH THE MOST SIGNIFICANT DISABILITIES INCLUDING SUPPORTED EMPLOYMENT SERVICES

During FFY 2004, \$300,000 was available for CSE as the Division was only able to contribute minimally to supplement these funds. With the number of individuals seeking this strategy steadily increasing, additional funding may be necessary to ensure this need can be adequately met.

SERVICE NEEDS OF MINORITIES

In the State of Idaho, there are three tribal VR programs, each of which have had periods of instability and low productivity. The expertise of the Division has been offered repeatedly to the three programs with mixed success. The Division understands the need to continue efforts to support the Tribal VR Programs in their ability to serve the tribal population they are tasked to serve.

SERVICE NEEDS OF UNSERVED OR UNDERSERVED POPULATIONS

Idaho ranks second in the nation in the number of people incarcerated per population. Tom Beauclair, Director of the Idaho Department of Correction (IDOC) has stated that each year, 25% of the Idaho prison population will be released back into the community. Most have disabilities, which include mental illness, substance abuse, developmental disabilities, learning disabilities, and orthopedic disabilities. Many of these have impediments to employment caused by disability. Not all of these individuals, however, will require VR services as they may have a previous work history, received retraining through the corrections system or have employment quickly upon release from the institution. Others will commit new crimes or violate the terms of their probation and be reincarcerated.

Seven of the Division's eight Regional Managers report a sharp increase in the number of individuals with disabilities from the Corrections population applying for services. Counselor workloads throughout the state are burgeoning in part due to this influx. Currently, 61% of VR clients being served with a Corrections connection meet MSD criteria. If IDVR were to go to an Order of Selection, many of these individuals would continue to meet the priorities for services.

SERVICE NEEDS THROUGH OTHER COMPONENTS OF THE STATEWIDE WORKFORCE INVESTMENT SYSTEM

The One-Stop Centers continue to be physically and programmatically inaccessible to many individuals with disabilities. While the Division participates on a regular basis in providing services through the One-Stop Centers, there remain barriers to ensure resources between WIA/One-Stop Centers and the Division are maximally utilized.

STATUS OF COMMUNITY REHABILITATION PROGRAMS

There are currently forty (40) Community Rehabilitation Programs (CRPs) in Idaho serving both metropolitan and rural areas of the state.

4.12 (b) ANNUAL ESTIMATES OF INDIVIDUALS TO BE SERVED AND COSTS OF SERVICES

Year	Estimate of Served	Estimate of Cost of Services
FFY 2005	13,572	\$10,056,852
FFY 2006	13,708	\$10,459,204
FFY 2007	13,845	\$10,882,170
FFY 2008	13,983	\$11,326,230
FFY 2009	14,123	\$11,779,279

In FFY 2004, the Division served approximately 11,890 eligible individuals with disabilities. In FFY 2005, the Division will serve approximately 12,008 eligible individuals at a cost of \$8,548,910.

In 2005, 5142 individuals were eligible before plan and received services under Title I, part B. The Division spent approximately \$452,437 in services to 494 individuals under Title VI, part B. At this time, the Division does not have the exact number of *eligible* individuals who received supported employment services.

IDVR is not in an Order of Selection.

4.12 (c)(1) STATES GOALS AND PRIORITIES

REHABILITATION NEEDS OF INDIVIDUALS WITH DISABILITIES

The Division meets with the State Rehabilitation Council on a quarterly basis where Division staff share the State goals and priorities and input is solicited from the Council. The Division regularly consults with the Council regarding the development, implementation and revision of State policies and procedures pertaining to the provision of Vocational Rehabilitation services. The Chairman of the SRC also participates in the annual statewide needs assessment held during the IDVR January Management Meeting in Boise.

The SRC and the Division are building a specific communication plan designed to better manage the relationship between the two organizations. One component of the plan is for the Division's Administrator and the SRC Chairman to communicate by phone at a minimum of once every two weeks to discuss on-going items of concern. Every new policy developed by the Division is submitted to the SRC for discussion. It is not a "rubber stamp" approach as the discussions typically occur prior to the final draft of the policy. On occasion, the SRC will vote on a policy change by the Division after discussion is concluded. If timeliness is a concern, the SRC receives information on important items by e-mail. Some of the SRC business is conducted through the use of e-mail.

SRC members, especially the Chairman, are invited to IDVR's quarterly management meetings. In these meetings, the opportunity is afforded for interaction with Division Management Staff. In this manner, the Division is working to seriously obtain input from the SRC. , The SRC is invited and encouraged to attend and participate in national and regional meetings. For example, SRC members have attended the last several regional and national CSAVR meetings.

Recently the Division implemented an internal videoconference system to more effectively communicate with all Division Field Staff. The SRC will also begin using this video network for conducting business. The system is likely to positively affect the bottom line cost of the SRC and to allow more frequent visual meetings among SRC members.

Additional communication and process options will be reviewed during the next few months. A formalized communication plan is presently under development.

INCREASED CASELOADS/REFERRALS

It is evident that in order to keep counselor caseload sizes to approximately 170, there is an immediate need for additional counseling staff. There is a need to assess the reasons why caseloads have increased dramatically, especially with regards to referrals.

ORDER OF SELECTION

There is a need for the Division to analyze past and present utilization trends to determine if and when an Order of Selection might be imminent and make preparations accordingly.

UNSUCCESSFUL CLOSURES

The Division plans to further investigate the causes for the increase in unsuccessful closures.

MARKETING/EMPLOYER DEVELOPMENT

All of the Division's Regional Managers indicate the need for more effective employer development on the part of the Division.

FUNDING

The Division needs to investigate the correlation between the increase in caseloads and referrals and how this increase may be impacting funding for training. The Division also needs to assess strategies for utilizing comparable benefits and collaborating with partners more fully.

SERVICE NEEDS OF INDIVIDUALS WITH THE MOST SIGNIFICANT DISABILITIES INCLUDING SUPPORTED EMPLOYMENT SERVICES

With the switch of the Work Services/CSE Long Term Funding program oversight to the Division, performance needs to be assessed to determine whether changes in the way the program is being administered have increased efficiency. The Division will also need to assess other avenues that might provide additional resources.

SERVICE NEEDS OF MINORITIES

IDVR needs to assess specific activities that will further strengthen the cooperative relationship with the 121 Tribal Programs.

SERVICE NEEDS OF UNSERVED OR UNDERSERVED POPULATIONS

The Division needs to seek collaborative activities with IDOC to better manage the influx in the Corrections population applying for services.

SERVICE NEEDS THROUGH OTHER COMPONENTS OF THE STATEWIDE WORKFORCE INVESTMENT SYSTEM

The Division needs to develop specific strategies to ensure resources between WIA/One-Stops and IDVR are maximally utilized.

STATUS OF COMMUNITY REHABILITATION PROGRAMS

There are currently adequate services available through Community Rehabilitation Programs (CRPs) in both the rural and metropolitan areas of the State through joint funding efforts. IDVR has worked closely with the CRP's to enhance existing community based services and outreach activities.

4.12 (c)(3) GOALS AND PLANS FOR DISTRIBUTION OF TITLE VI, PART B FUNDS

IDVR receives \$297,000 annually in Title VI, Part B funds for Supported Employment. All of these funds are allotted as direct client service funds to all IDVR Regional Offices. Individuals receiving services under this funding are generally dealing with multiple issues that include taking longer to learn job tasks, job appropriate behavior, interaction with the supervisor, how to deal with the changes on the job such as tasks, coworkers, supervisors as well as transportation issues.

4.12 (d) STATE'S STRATEGIES AND USE OF TITLE I FUNDS FOR INNOVATION AND EXPANSION ACTIVITIES

(1) TO ADDRESS NEEDS IDENTIFIED IN THE COMPREHENSIVE ASSESSMENT AND TO ACHIEVE IDENTIFIED GOALS AND PRIORITIES

REHABILITATION NEEDS OF INDIVIDUALS WITH DISABILITIES

INCREASED CASELOADS/REFERRALS

It is evident that in order to keep counselor caseload sizes to approximately 170, there is an immediate need for six additional counselors. The Division will work closely with the Idaho Legislature to substantiate the need for these additional FTP as well as additional funding for case services. The Division also proposes to begin statewide quarterly informational meetings to educate Department of Correction staff and clientele about the purpose and mission of VR. The Division is also investigating caseload management training through RRCEP. The Division will be sending two counselors to Caseload Management "Train the Trainer" training in Oregon with the intention of having these individuals serve as trainers to other Idaho VR staff.

ORDER OF SELECTION

The Division's Fiscal Department, with the assistance of the Field Services Bureau will be completing an analysis of utilization trends to determine if and when, an Order of Selection might be necessary. Once this information is obtained, the Division will assess tasks to be completed to prepare for this potential change.

UNSUCCESSFUL CLOSURES

Previously, the Division had set a policy setting a time limit for moving cases from eligibility to plan within four months. This policy may be having an impact on factors related to client's successful rehabilitation. After consulting with Regional Managers and the SRC, the Division plans to change this policy to six months from Eligibility to the development of the IPE to ensure the counselor and client have adequate time to develop the counseling relationship prior to moving to plan. The Division will monitor this closely to determine if there are additional strategies necessary to effectively lower the number of unsuccessful closures.

MARKETING/EMPLOYER DEVELOPMENT

The Division sent sixteen staff members to the August 2004 National Employers Conference in Washington, D.C. to gather information relative to identify strategies to improve employer relations that could then be disseminated statewide. Renee Smith was also designated as the Single Point of Contact in Idaho to ensure effective information exchange. This event offered the foundation for strategy development to improve employer relations that included internal mechanisms for marketing the program to employers and increasing the general awareness of VR program with the employer community. The Division will also be reviewing its marketing materials and developing more effective tools for counselors in dealing with employers.

The Division has one region whose population base no longer supports the need for the number of counselors currently assigned to that region. In an attempt to leverage existing positions to meet job development needs, the Division is considering a pilot project of training a part time staff member as a job developer to determine if this might increase VR employer exposure and increase employment opportunities for clients.

Additionally, the Division has noted through the Employer surveys conducted as part of the regional administrative reviews that employer contact is lacking. There has also been a trend noted in the ever-increasing purchase of job development services from CRPs. Since this directly relates to employer contact and this seems to be an area needing additional effort, IDVR is going to explore this trend further.

FUNDING

The Division is going to develop strategies for collaborating more closely with the WIA/One Stops to maximize available funding and resources. The Division will assess the use of comparable benefits to determine if these are all being used when appropriate.

The Division has been working to improve the number of PASS plans written in the state to facilitate the rehabilitation process on behalf of clients and to bring additional funds into the State for those Vocational Rehabilitation clients for whom it is appropriate. The exact number of successful PASS plans written during FFY 2004 is difficult to determine as Social Security Administration does not keep cumulative data related to PASS plans by State. Idaho data available suggests that there are currently eighteen PASS plans in effect. A goal of 100 PASS plans has been established by the Division. The Division will also be working the Idaho Benefits, Planning and Outreach Project (BPAO) in developing a system to accurately track the cumulative number of PASS plans in Idaho.

SERVICE NEEDS OF UNSERVED OR UNDERSERVED POPULATIONS

The Division will provide ongoing education to the Idaho Department of Correction (IDOC) about the mission and purpose of Vocational Rehabilitation services to ensure more appropriate referrals of IDOC clients.

The Division is waiting to determine if a transition house grant was successfully written by Vocation Rehabilitation in partnership with the Department of Correction and the faith-based community. Sometime during the month of March, the Division should be notified of the outcome of the grant application by the Department of Justice. This grant would provide funding for transitional housing and multiple supports for VR clients transitioning from the Correctional Institution to the community.

SERVICE NEEDS THROUGH OTHER COMPONENTS OF THE STATEWIDE WORKFORCE INVESTMENT SYSTEM

The Division will work directly with WIA/One-Stop Centers to assess issues related to coordination of resources and develop strategies for addressing these issues in concert with the WIA/One Stop Centers.

STATUS OF COMMUNITY REHABILITATION PROGRAMS

There is currently no need associated with the provision of services through Community Rehabilitation Programs (CRPs).

(2) TO CARRY OUT OUTREACH ACTIVITIES TO IDENTIFY AND SERVE INDIVIDUALS WITH THE MOST SIGNIFICANT DISABILITIES WHO ARE MINORITIES

The Division will meet with the Tribal VR programs and discuss their specific needs and determine how the Division can best support these programs. The Division will then disseminate this information to the appropriate staff and monitor these activities to further strengthen the cooperative relationship with the 121 Tribal VR Programs.

(3) TO OVERCOME IDENTIFIED BARRIERS RELATING TO EQUITABLE ACCESS TO AND PARTICIPATION OF INDIVIDUALS WITH DISABILITIES IN THE STATE VOCATIONAL REHABILITATION SERVICES PROGRAM AND THE STATE SUPPORTED EMPLOYMENT SERVICES PROGRAM

As previously reviewed, the Division will be working to improve the number of PASS plans written in the state, particularly on behalf of clients of the Division. A goal of 100 PASS plans was established by the Division in order to facilitate the rehabilitation process on behalf of clients and to bring additional funds into state for those vocational rehabilitation clients for whom it was appropriate. Counselors trained in the writing of PASS plans from the agency and who have demonstrated some success in writing plans recommended hiring an in house employee to serve as a focal point for plan writing and development. The Division will develop a pilot project for a part time temporary position in order to determine the effectiveness of this approach.

4.12 (e) EVALUATION AND REPORT OF PROGRESS IN ACHIEVING IDENTIFIED GOALS AND PRIORITIES AND USE OF TITLE I FUNDS FOR THE INNOVATION AND EXPANSION ACTIVITIES OF THE STATE IN CARRYING OUT THE VOCATIONAL REHABILITATION AND SUPPORTED EMPLOYMENT PROGRAMS.

Goal #1 - Continually Improve The Division's Performance.

OBJECTIVES:

1. More fully utilize the expertise of the Field Services Employee Council.

Performance Outcome: The FSEC has been meeting regularly over the last year, has clarified its mission and goals, has transitioned under new leadership and new membership, has been included in all statewide management meetings and relevant task forces and has been giving recommendations to the Division.

2. Streamline the Vocational Rehabilitation process.

Performance Outcome: The Division continues to research how to best utilize the skills of support staff in the VR process with clients. Conversations have been developing with the RCEP to investigate qualifications for staff in either a certificate, college or Associate degree. The Division will continue to work on reallocation of personnel resources in serving clients.

3. Establish statewide consistency for orientation and training to insure continuity among all levels of staff.

Performance Outcome: This Division is in the process of revising the Field Services Manual as several new policies have been written this year. Work has also begun on a training manual for new staff.

4. Ensure the complete and effective implementation of Gemini and Famis statewide, fully utilizing current staff.

Performance Outcome: The Gemini case management system has been in use by the Division for approximately three years. It is now being fully utilized by counselors and support staff. The Division will continue to assess the usage of the system and make adjustments in use and policy as needed. The Division continues to enhance the FAMIS fiscal management program, so that it will be able to automatically generate all necessary and required reports as well as authorizations. The system is also being used to pay client related bills.

5. Implement Local AWARE and dial up connection as Gemini options for Field Services use.

Performance Outcome: The Division's Information Technology Department has upgraded the computer lines to all Division offices to improve the speed of the case management system. Laptops and portable printers have been purchased and distributed to over half the counseling staff in the Field. The Division has tested and begun the implementation of the Local AWARE system, which allows Field staff to use the caseload management system in the rural areas of the State, when they are away from the office.

6. Ensure staff is fully informed of information relative to the operation of the Division, disability issues affecting our clientele and service provision.

Performance Outcome: The Division is more fully utilizing the IDVR IntraWeb as an information vehicle for policy and procedure updates. This site contains a resource directory, Field Services and Personnel manuals, Division forms, office locations, and information about PASS plans and Ticket to Work. The Central Office is currently using a twice-monthly newsletter that is emailed to all staff and the SRC and is also being posted on the IDVR IntraWeb.

Goal #2 - Pursue Relevant Program Expansion to Meet Customer Needs.

OBJECTIVES:

1. Adequately meet the needs of the increasing number of School-Work Transition students identified throughout the State.

Performance Outcome: The Division has implemented a new School-Work office in the Meridian School District. The Division will continue to provide support to the Division's other eleven School-Work offices as well as the itinerant general VR Counselors who serve the school districts where there are presently no dedicated School-Work Transition offices. The Division will continue to work towards a second School-Work position for the Boise School District, which is the second largest School District in the State, either through request to the Idaho Legislature for additional FTPs or through redistribution of current counseling staff.

2. Adequately meet the needs of the increasing Adult Corrections population statewide.

Performance Outcome: There has been a trend of increased referrals from the Corrections population for VR services. Several areas in the State where correctional facilities are housed require additional staff to ensure adequate resources available to meet these needs. The Corrections population has not only the same needs as other VR clients but also additional needs related to

their incarceration. Specifically, Corrections clients have issues to deal with such as adjustment to disability in the community, readjustment to the community and social integration, skill training, and substance abuse treatment.

The Division continues in close communication with the Department of Correction and the Department of Juvenile Corrections. A Memorandum of Agreement has been developed with Adult Corrections to place a counselor in Boise and a half time counselor in Pocatello. These individuals will begin working with offenders prior to their release from incarceration. This more intensive approach will assist with their transition back into their communities and employment by addressing the need for readjustment to the community, skill training, adjustment to disability, substance abuse treatment and social integration. Essentially, Corrections clients have all the same needs as other clients with the addition of others due to issues related specifically to incarceration. The Division is also currently working with the Idaho Department of Correction and the Idaho Department of Juvenile Corrections on the Federal “Going Home” Initiative serving severe and violent offenders. The Division is working to developing a future agreement with Idaho Department of Juvenile Corrections. These agreements incorporate the sharing of the resources to more adequately serve the Corrections population.

3. Ensure VR staff has basic knowledge of SSA/Ticket to Work.

Performance Outcome: The Division continues on-going training on the Ticket to Work. The Division’s case management system, Gemini has added a module that allows easier data collection and reporting capabilities on Division clients who have assigned their Tickets to the Division or other Employment Networks.

4. Enhance revenue opportunities for all VR programs.

Performance Outcome: The Division’s Field Services Bureau has been working with Adult and Juvenile Corrections to enhance resources to serve mutual clients. The Division has also continued to work with Migrant Seasonal Farm Worker (MSFW) clients through the RSA Grant. The Division has applied for a grant through the Department of Justice to create a residential facility where Division clients can receive extensive services upon release from correctional institutions to assist them in reintegration into the community. The status of that grant will not be known until late March.

Goal #3 – Establish VR as the Primary Source on Information Relating to Vocational Training, Education and Employment of People with disabilities.

OBJECTIVES:

1. Ensure an effective Division Marketing Plan.

Performance Outcome: The Division sent sixteen staff representing all eight regions and the Division's Central Office to the Employer Conference in Washington DC. This was to gain information on how to improve relationships between the Division and employers as well as provide staff with strategies to work with new employers to enhance client employment options. The Division has designated the Program Development Manager as Idaho's Single Point of Contact for Regional and National employers. The Program Development Manager will also be working with the Region X Employment Group.

2. Identify the number of individuals with disabilities statewide, assess their needs, and consider this information in the development of programs and services offered.

Performance Outcome: The Division will be completing a new population study looking at three-year trends. The Division will utilize this information to determine population movement and staffing needs.

3. Cultivate and maintain close collaborative relationships with our community partners.

Performance Outcome: The Division is maintaining collaborative relationships with the Idaho Department of Correction and the Idaho Department of Juvenile Corrections to meet the needs of mutual clients. The Division has also established a new School-Work Transition office in the Meridian School District, the largest in the state, to meet the needs of the ever-increasing School-Work Transition population.

STATUS OF EVALUATION STANDARDS AND PERFORMANCE INDICATORS

Information received from the United States Department of Education indicated the following information for 2002 assessment of the outcome of the evaluation standards and performance indicators:

Evaluation Standard 1: Employment Outcomes

Performance Indicator 1.1:

The number of individuals achieving employment outcomes during the current performance period compared to the number from the previous performance period.

The Division failed this performance indicator in 2004 with a total of 1777 rehabs, which was 22 fewer rehabs than 2003, the total was 1799. This decrease was due to several factors, including Idaho's poor economy, layoffs of jobs, loss of manufacturing jobs overseas, high rate of counselor turnover, a loss of experience of three veteran Regional Managers retiring and several counselors on extended FMLA and Military Leave.

Performance Indicator 1.2:

The Percentage of Individuals Receiving Services Under an Individualized Plan for Employment Who Achieve Employment Outcomes.

The Division failed this performance indicator with a score of 54.5%. The Division is currently assessing the factors that may have contributed to the poor performance, i.e., too much emphasis on time frames: 60 days from eligibility and four months to plan; not developing strong relationships with clients so that the clients are solidly invested in their plans; and lack of comprehensive assessment.

Performance Indicator 1.3:

Competitive employment outcomes as a percentage of all employment outcomes. 98.8% passed

Performance Indicator 1.4:

Competitive Employment Outcomes for Individuals with Significant Disabilities as a Percentage of all Individuals with Competitive Employment Outcomes. 96.9% passed

Performance Indicator 1.5:

The Ratio of the Average VR Hourly Wage to the Average State Hourly Wage. .67 passed

Performance Indicator 1.6:

The Percentage of Individuals Achieving Competitive Employment Outcomes Who Report Their Own Income as the Primary Source of Support at Application Compared to at Closure. 69.4% passed

Evaluation Standard 2: Equal Access to Services

Performance Indicator 2.1:

Access to Services for Minorities as Measured by the Ratio of the Minority Service Rate to the Non-Minority Service Rate. .98 passed

USE OF TITLE I FUNDS FOR INNOVATION AND EXPANSION ACTIVITIES

The School-Work Transition Program in Pocatello is in the last year of a three-year contract. This project continues to function properly and the participating School Districts remain pleased with IDVR's presence. The Mountain View School-Work Transition Program is in the first year of a three-year contract. Although initial difficulties were experienced as to the location of the project within the Meridian School District, this issue has been resolved.

IDVR provided \$21,283.74 in FFY 2004 for the State Rehabilitation Council. The State Rehabilitation Council has added several new members appointed by the Governor, as per the 1998 Amendments to the Rehabilitation Act. IDVR continues to work closely with the Council to assist them in achieving their mandate.

Attachment 7.3

QUALITY, SCOPE AND EXTENT OF SUPPORTED EMPLOYMENT SERVICES

The purpose of the Community Supported Employment Program is to provide Supported Employment Services for individuals with the most significant disabilities and to assist them to achieve a Supported Employment Outcome in an integrated setting.

An individual shall be eligible to receive Supported Employment Services if the individual is eligible for Vocational Rehabilitation Services and is determined to be an individual with a most significant disability. In Idaho, this includes developmental disabilities, mental illness, traumatic brain injuries and severe learning disabilities.

Once it is determined that a Supported Employment Strategy is the most realistic way to assist an individual in achieving an employment outcome, Vocational Rehabilitation Services that are relevant to securing and retaining employment are provided to the individual.

These services, which include job coaching, are provided for individuals until they are ready to successfully transition to long-term support to retain their employment outcomes.

All Supported Employment Services will be provided by qualified Community Rehabilitation Programs (CRPs) who have demonstrated the capacity to provide the service and are Commission on Accreditation of Rehabilitation Facilities (CARF) or Rehabilitation Services Accreditation Systems (RSAS) accredited. Supported Employment Services are purchased through Title VI-C and Title 110 funds.

Current IDVR policy and the Federal regulations require a third party commitment in writing, to designate the long-term support provider. Since 7/1/2004, IDVR is the main provider of long-term support, although Medicaid funds can be used by those clients who qualify for the DD Waiver. A Community Supported Employment (CSE) client may only be transitioned to long-term support based on an assessment of rehabilitation goal achievement and job stability. Periodic monitoring occurs to ensure that each individual receiving Supported Employment Services is making satisfactory progress.

The Idaho Division of Vocational Rehabilitation continues to improve the quality of Supported Employment Services. Long-term funding issues continue to be a concern due to an increased number of CSE clients and state funding cutbacks. The Idaho Legislature appropriated \$3.78 million for Work Services and long-term CSE of general fund money in 2004 and the program was transferred to IDVR on 7/1/2004. Previously, this program was managed by Health and Welfare. During this initial transition year, two employees

were hired to oversee the program and develop policies and procedures to take a proactive stance in assisting clients move toward community based employment as directed by the Governor's Office. At the end of the year, further decisions will be made in co-operation with the CRPs for the continued management of the long-term funding.